

Department of Budget & Management (DBM) Office of Information Technology (OIT)
Technical Services Procurement (TSP) DBM-2027-TSP

PURPOSE: To provide State Agencies with a multiple contract procurement vehicle designed to provide a broad range of IT support services.

T E R M S	Master Contract Type:	Indefinite Delivery/Indefinite Quantity (ID/IQ) Contracts as defined in COMAR 21.06.03
	Master Contract Duration:	Three-year base contract period ending 04-30-04. Renewed through 04-30-06
	Master Contract Awards:	Thirty (30) awards to Eighteen (18) unique vendors
	Task Order Types:	Firm Fixed Price (FFP) Time and Materials (T&M) with a Not-to-Exceed (NTE) ceiling
	Minority Business Enterprise (MBE) Goals:	Participation goal established per task order with an aggregate goal for each contract award of 15%

EIGHT FUNCTIONAL AREAS *:

1. Systems/Facilities Management & Maintenance (SFMM) – 3 Vendors	<ul style="list-style-type: none"> To perform services such as: (1) Data Center Technical Support/Operations, (2) Media/Learning Center Support, and (3) Help Desk. To provide planning, analysis, troubleshooting, integration, acquisition, installation, operations and maintenance, training, documentation and administration services for computer centers, multi-media and education centers. To maintain a centralized technical assistance service that supports problem resolution and distributes general computer center information and multi-media and learning information. To provide centralized technical assistance service that supports problem resolution and distributes general information concerning IT.
2. Software Engineering (SE) – 5 Vendors	<ul style="list-style-type: none"> To provide software engineering support (including planning, analysis, design, evaluation, testing, quality assurance and project management) in the application of computer equipment through computer programs, procedures, tools and associated documentation. To perform software capability evaluations. To conduct periodic measurement and evaluation activities of existing applications.
3. Information System Security Services (ISSS) – 3 Vendors	<ul style="list-style-type: none"> To provide operational and analytical support related to security for hardware information assets. To provide security for software/applications. To provide disaster recovery, continuity of operations, contingency plans and risk assessment support for software applications, processed on various computer platforms.
4. Geographical Information Systems (GIS) – 3 Vendors	<ul style="list-style-type: none"> To provide analysis, mapping, operation, digitizing, capacity planning, design, Intranet, Internet, documentation, and various other forms of Geographical Information Systems (GIS). To use GIS technologies to create maps, visualize scenarios, solve problems and develop solutions. To provide recommendations and assessments for GIS systems and technologies.
5. Enterprise Service Provider (ESP) – 5 Vendors	<ul style="list-style-type: none"> To ensure design of information systems capitalize on agency architectures and State IT standards, provide interoperability with other systems and networks, and make the most cost-effective use of commercial-off-the-shelf (COTS) technology and agency-wide and government-wide resources. To perform systems integration services. To provide recommendations and assessments regarding COTS, technology insertion or upgrade, concept feasibility and return on investment (ROI).
6. Electronic Document Management (EDM) – 3 Vendors	<ul style="list-style-type: none"> To provide imaging/digitizing, workflow and electronic document management systems. To perform workflow analysis. To provide recommendations and assessments for electronic document management systems and technologies.
7. Electronic Commerce/Electronic Data Interchange (EC/EDI) Support – 3 Vendors	<ul style="list-style-type: none"> To support, define, develop and maintain electronic inter-organizational business networks. To provide web design, development and maintenance activities. To provide recommendations regarding compliance with EC/EDI capabilities. To design and develop solutions for the full range of the purchase and payment process. To provide recommendations and assessments for EC/EDI systems and technologies.
8. Application Service Provider (ASP) – 3 Vendors	<ul style="list-style-type: none"> To combine software, hardware and networking technologies to offer service-based applications to handle specific requests based upon a Service Level Agreement (SLA). To provide the following minimum characteristics: 24x7 customer support, ability to maintain data integrity, back-up and/or mirror applications, security to prevent unauthorized account access, scalability of applications and 24x7 application availability.

* For additional details, refer to Section 2.4 of the Request for Proposals

DBM WEBSITE: <http://www.dbm.maryland.gov>

For additional information, contact:

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